



Laurie M. Giammona

Senior Vice President | Pacific Gas and Electric Company

Laurie M. Giammona is Senior Vice President, Customer Care for Pacific Gas and Electric Company (PG&E). Giammona leads all aspects of PG&E's Customer Care organization, including cyber and corporate security.

In this capacity, Giammona oversees service to 16 million people throughout Northern and Central California, which includes billing, metering, revenue, call centers, local offices, account services, low-income offerings, as well as customer programs like energy efficiency, solar, electric vehicle and demand response portfolios.

She is dedicated to the voice of the customer, improving service and the customer experience, and supporting PG&E's workforce across Northern and Central California.

A native of the Bay Area, Giammona joined PG&E in January 2012 as Vice President, Customer Service. In this role, she oversaw initiatives to improve customer experience and satisfaction through upgrades to customer communications and contact centers as well as creating more personalized options for customers through online and mobile platforms. She drove PG&E's initiative to form regional leadership teams throughout its service area to better understand and address the local needs of customers.

Previously, Giammona was Regional Vice President of Customer Care at Comcast, where she led customer sales, service and experience for 5 million households in California. Also at Comcast, Giammona held positions managing field services, engineering and construction, government relations and direct sales as well as call center design, development and effectiveness programs.

Giammona also held executive positions at United Airlines, leading teams in customer service, business and airport operations, sales, and training and development.

She currently serves on the boards of the California Chamber of Commerce, UC Davis Energy and Efficiency Institute, and Veloz, the nonprofit helping to accelerate the shift to electric cars.